

CHAPTER II

LITERATURE REVIEW

2.1. Understanding of Quality Management

From the point of view of producers to quality is customer satisfaction (customer satisfaction), while for the consumer product that can meet your desires and expectations. Various theories about the quality as described in ISO 8402, W Edward Deming, Philip BC Rosby gives to his point of view. Theory construction is approaching wishes descriptions Joseph M Juran trilogy known as the process of quality planning, quality control and quality improvement (Mitra1993). This theory is also adopted by the project management institute in his description of the project management body of knowledge suggests trilogy with differences in quality process improvement to quality assurance. Application of the trilogy on the project which includes quality planning, quality assurance and quality control (PMI, 2004).

2.2. Quality Planning

Project Management of Institute (PMI) describes the required input is a factor in the quality planning corporate culture. Organizational skills. Management of project scope and plan of the project which is expected to be analyzed in the process of financing and amount of benefits as well as additional tools in the quality of planning. After going through the process is expected to produce guide lines form the basis for planning quality measure quality achievement. See Figure

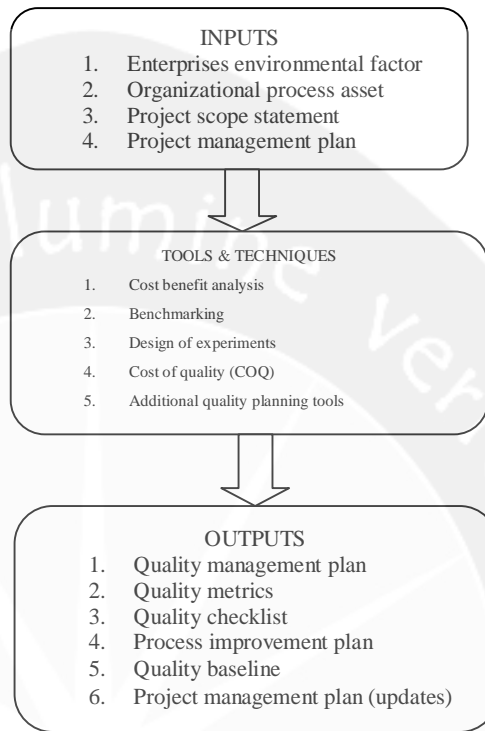


Figure 1. Flow chart quality of the planning process

2.3. Quality Control

This process includes setting standards such as specifications, measurement deviations, taking action to fix / minimize the adverse variances and to improve the standard itself. Examination quality contractor should be able to understand the conditions of quality as desired. There are several steps that must be done towards quality control as. Figure 2.

2.4. Quality Assurance

This definition is less precise standardized but can interpreted the term quality assurance is wider activity includes everything for the implementation of standards and procedures in an effort to secure a job in order to meet or exceed the

desired criteria. Quality assurance includes the design of a product where quality is economical and at the subsequent covers skills development and application procedures according to economical velcanguarantee the achievement of specified quality.

So that the activity is a continuation of the planning process and quality inspection, all proceeds will be poured into the quality assurance process. Each output of the quality assurance process will provide direction corrective measures such as changes, improvements, and so forth. The action taken is the input in the process of quality management in sloppy as in Figure 3.

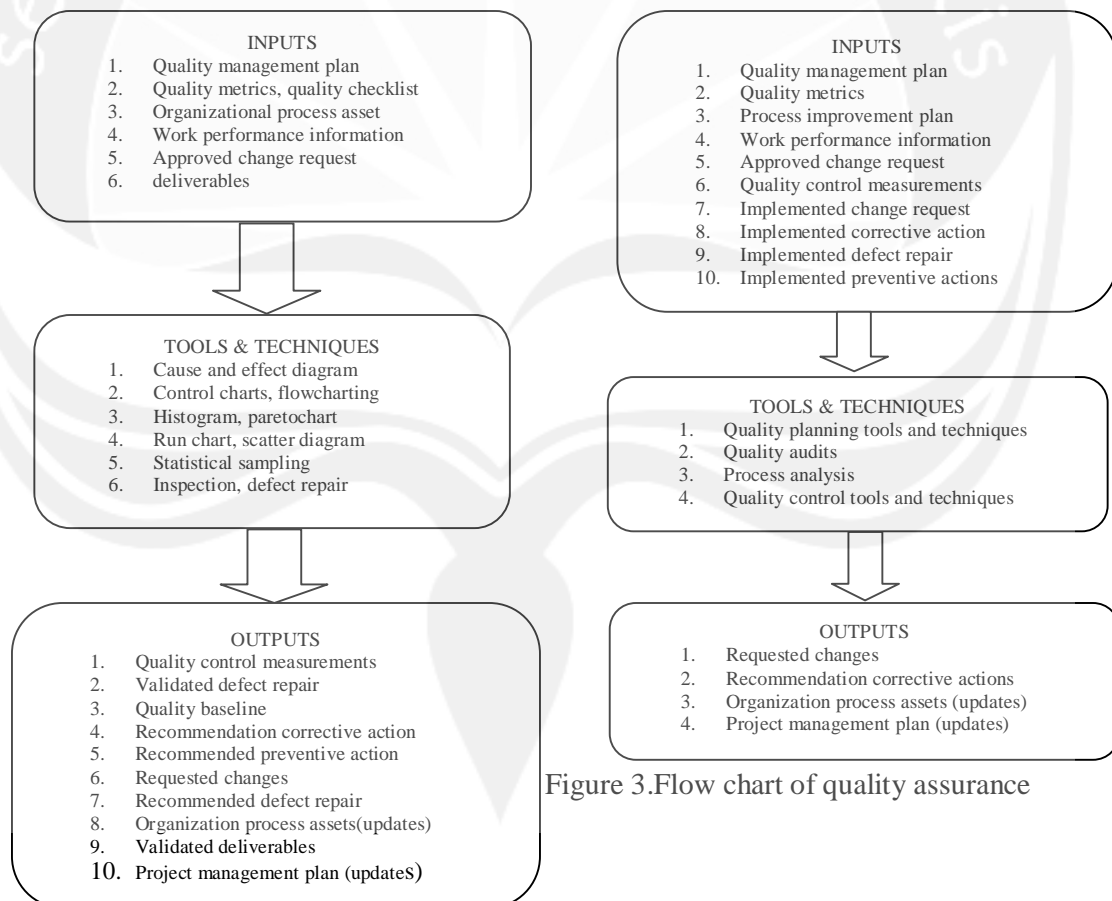


Figure 2. Flow chart of quality control

Figure 3. Flow chart of quality assurance

2.5. Characteristics Foreman

Foreman very important role in the physical implementation of field projects. The most of the implementation work is still relying on labor. The foreman is a potential work force that will determine the quality of jobs that will be generated. Therefore, in-depth research needs to know how the performance of a foreman if there was an effect / correlation between education, experience, motivation and discipline that can affect the quality improvement work as expected. characteristics of the research conducted on 8 groups foreman ie stone, concrete, wood, iron, steel, electrical, electronic, and mechanical. Rate foreman implement quality management, description foreman answers in implementing quality management in employment through the trilogy processes including planning, inspection and quality assurance. Achieving described in item response data by the foreman.

Foremen hired based on interviews or a recommendation from another foreman who first worked in the company. Complicated mechanisms straight forward admission that will determine the result of the work. In general, work on job order has been agreed that it was committed to a work order letter (SPK). Foreman working as a freelance labor when the work is completed at any time can be decided only by the companies that use them. The foreman will work full responsibility for completing the work that has been levied. The problem is that after receiving the job order on whether the foreman is able to realize the quality of work required. This is where an understanding of the qualities necessary to be

the same between the employer with a foreman who will carry out the work. A lot of training and procedures to be followed and recognized by a foreman.

So for a large contracting company always maintain hereditary foreman, senior foreman means giving all his know ledge as an apprentice to the foreman junior. At the time the work will be continued by the junior foreman and so on.

2.6. Education foreman

Education an obstacle course for some foremen, pictures given the highly complex technique and Besides, sometimes a foreign language understanding of the method of implementation, introduction of building materials are still "New" are an obstacle, here the need for an executive / Junior Engineer may explain the in detail. with the This foreman education difficult can be overcome.

2.7. Foreman Experience

Work experience a foreman is a fixed price that is not negotiable again. In general foreman from ordinary workers, then rose to art is an, even this many years lived continuously before it can be recognized as foreman. based on various This experience foreman will know various types of work and how implement them. In order to experience owned foreman in line with progress stech no logical role of a junior engineer would be helpful. this experience will also teach foremen know level of quality of work.

2.8. Motivation foreman

A foreman would have motivation is selling has. Although not merely money but the form of responsibility responsibilities will be related to money. So that motivation can be defined psychological power that drives workers resulting

in work activities to achieve certain goals. (Keller, 1983). In general foreman has more than 15 labor in each group work. Problem swages be a major problem in the implementation of the work. If this expectation feared unfulfilled motivation owned a foreman will disturbed so the impact on quality of work.

2.9. Discipline Foreman

In general foreman has discipline because it is not directly would be an example for workers job leads. Need for foreman have high discipline as regarding the achievement of wage employment. So that discipline can be defined ability to organize, time and control emotions, passions, and know self (Eyre, 1993) so that the foreman do work with discipline to complete more jobs a head of the schedule set for profit.